

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

## PATENT APPLICATION

ATTORNEY DOCKET NO. 10007815 -1IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICERECEIVED  
CENTRAL FAX CENTER

Inventor(s): Timothy L. Goldstein

Confirmation No. 9628

AUG 10 2004

Application No.: 09/909329

Examiner: Unknown

Filing Date: Jul 19, 2001

Group Art Unit:

Title: Apparatus And Method For Providing Customer Service

OFFICIAL

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

STATUS INQUIRY

Sir:

1. More than 24 months have passed since:☒ NEW APPLICATIONS

the filing of this application on Jul 18, 2002. No communication has  
been received from the Patent and Trademark Office indicating action on this application.

☐ AMENDED APPLICATIONS

the filing of a response on \_\_\_\_\_. No further communication has  
been received from the Patent and Trademark Office.

☐ APPEALED APPLICATION

The Appeal Brief was filed on \_\_\_\_\_.

☐ An Examiner's Answer was mailed on \_\_\_\_\_.☐ A Reply Brief to the Examiner's Answer was submitted on \_\_\_\_\_.☐ ALLOWED APPLICATIONS

the mailing of FORM POL-327 and/or Examiner's Amendment on \_\_\_\_\_.

2. Kindly advise the undersigned of the present status of this application, by checking the appropriate box on the next page.

- ☐ I hereby certify that this correspondence is being deposited  
with the United States Postal Service as first class mail in  
an envelope addressed to: Commissioner for Patents,  
Alexandria, VA 22313-1450.  
Date of Deposit: \_\_\_\_\_

OR

- ☒ I hereby certify that this paper is being transmitted to the  
Patent and Trademark Office facsimile number  
on (703) 872-9306 8-10-04

Typed Name: Shannan M. Harding

Signature: Shannan M. Harding

Respectfully submitted,

Timothy L. Goldstein

By L. Joy Griebenow  
L. Joy GriebenowAttorney/Agent for Applicant(s)  
Reg. No. 33,704Date: Aug. 9, 2004

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

## PATENT APPLICATION

ATTORNEY DOCKET NO. 10007815 -1

## STATUS INQUIRY REPLY

APPLICATION SERIAL NO. 09/909329 is currently☐ Assigned to Group \_\_\_\_\_ and awaits:☐ Action by the Examiner☐ Applicant's response to the Office Action mailed \_\_\_\_\_

APPEAL NO. \_\_\_\_\_

☐ Awaiting action by the Board of Appeals and Interferences☐ Date of hearing expected \_\_\_\_\_☐ Decision expected \_\_\_\_\_